

2004-05 Technology Fee Project Report

Technical Support for the Lupton Library/Arts & Sciences

Project Manager: Rodger Ling, Director of Technology Support Services, Information Technology Division

Brief Description of the Project

Provide a computer support analyst dedicated to the Lupton Library and other units as needed, providing essential trouble-shooting, consulting, and strategic planning for the use of technology.

Project Status

Troy Carroll was hired in this position in August 2002 and remains the dedicated support person for the Library, with backup responsibilities for other colleges and critical administrative units.

Goals

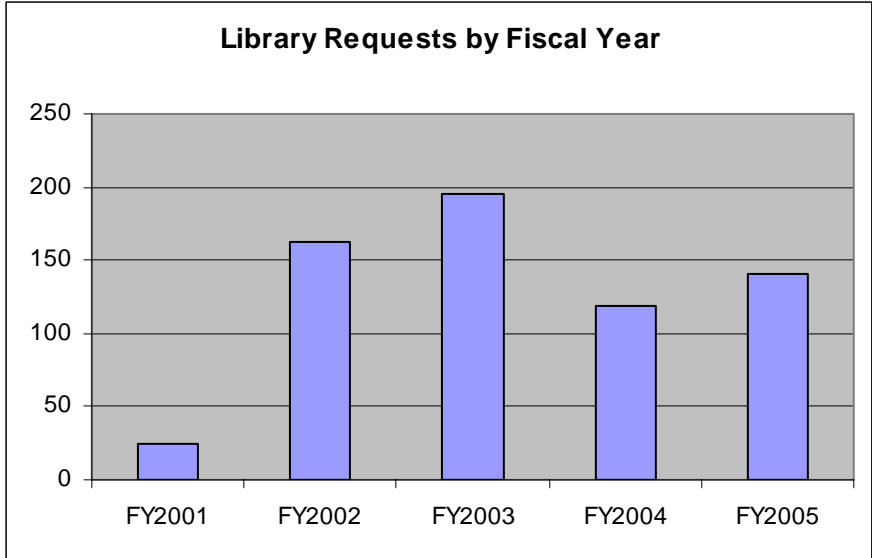
- Work closely with Library systems administrator to ensure that computers in the Lupton Library are fully functional through efficient and timely support efforts.
- Free library faculty from maintenance of computers so they may focus on using technology to enhance learning through the use of electronic information resources.
- Coordinate support efforts with other professionals to make the best possible use of existing products, procedures, and resources.
- Provide faculty, staff, and students with a trusted individual to assist and advise them without surrendering the advantages of central management and integration.
- Supply decision-makers with consistent and complete documentation on current technology use and future challenges so that funds for new technology can be applied in the most effective manner possible.

Methodology

This position was modeled on other staff positions currently employed by the Help Desk. The computer analyst is housed and managed through the UTC Help Desk, but is assigned primarily to the Lupton Library. This arrangement promotes efficiency as well as enhanced coordination and communication with other support professionals and provide assistance on campus wide projects.

Evaluation

Requests from the Lupton Library totaled 141 during the year. Mr. Carroll personally completed 102 of those requests. In addition, Mr. Carroll completed 463 requests for individuals outside of the Library or A&S, for a total of 565. The chart that follows shows the technology requests logged by the Help Desk for the Lupton Library.



Expenditures (E04-0156-009)

E04-0156-009 (Tech Fees – Help Desk) is the central cost center that funds separate Technology Fee projects for CHEPS support, former HHS support, Library support, ITD training, and campus software licenses. Expenses relating specifically to the technical support analyst are detailed below:

	Allocated	Spent
IT Admin Salary (Troy Carroll)	\$33,945	\$35,160
Estimated Benefits	\$10,863	\$11,251
Training	\$1,500	\$0
Operating	\$1,000	\$981
Total	\$47,308	\$47,392